

Digital Strategy and Roadmap

Purpose:

To enable public sector organisations to develop their Digital Strategy and supporting Roadmap.

Overview:

A Digital Strategy is essential if an organisation is to ensure that it delivers the right mix of digital services to its users, both internal and external, and that its digital capabilities provide the support that the organisation requires to its wider business objectives in an agile and cost-effective manner. We use a proven three-stage approach for all of our Digital Strategy engagements, though the size and scope of the engagement will be agreed in advance with the client before work commences. The approach is as follows:

- **Information gathering:** We seek to understand the Digital Strategy requirements of the organisation and other stakeholders and the position from which they are starting. Typically, we gather information using interviews and workshops, reviews, audits and engagement with the client's digital team.
- **Analysis:** We analyse the information gathered and identify options that meet the organisation's strategic objectives and wider user/stakeholder needs. These may involve changes to the services delivered and the channels by which services are accessed, or process, organisational, information and technology changes. All options will be workshopped with stakeholders to ensure ownership. We also develop a Roadmap, showing how the organisation moves to the desired end state over time.
- **Reporting:** The draft Digital Strategy and Roadmap are socialised with a range of stakeholders and refined as they pass through the approvals process. The form of the report presentation is tailored to the needs of the client but always includes clear recommendations based on strategic alignment, satisfaction of user needs, value for money and deliverability.

Actica has supported clients ranging in size from a few thousand people to over 100,000 people with the identification and delivery of their digital strategies. We understand what works and how to deliver digital strategies, programmes and projects in a pragmatic and cost-effective way.

Planning:

- Develop comprehensive Digital Strategy and Roadmap for Digital Transformation
- Ensure alignment with corporate business objectives and Enterprise Architecture (EA)
- Optimise UX by understanding personas, user needs, stories and journeys
- Provide comprehensive Channel strategy covering traditional channels and social media
- Support business case development, options analysis and appraisal to support transformation
- Develop 'Green Book' financial models demonstrating VFM & ROI
- Application and cloud technology specialists ensure optimum technical advice
- Provide stakeholder planning and engagement to optimise focus and simplify approvals
- Identify of projects and interdependencies to allow rapid programme initiation
- Develop programme plans and Roadmap
- Plan transition and provide support during transition
- Ensure compatibility with Public Sector Contract Regulations and CCS Framework procedures

Information Assurance:

Digital strategies and roadmaps can be developed for services of any classification. We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP) including SECRET and above. Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in

accordance with the agreed SFIA day rates. Two pricing options are available:

- Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- Limit of liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition, a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement, Actica will send a fully priced proposal detailing the services to be provided. Once approved, a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client, Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

To liaise with the Actica lead consultant and ensure access to existing information and key stakeholders.

Contact Details

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